

Communication Effectiveness in Business

Target Audience: All individuals wishing to further improve their interpersonal communication in the workplace. Covers written, telephonic and face-to-face communication.

Key Learning Outcomes

- Understand the communication process and the ingredients of effective communication.
- Learn how to speak in summary and in detail when required.
- Understand and use different communication modalities to appeal to different learning styles.
- Know how to assess how your communication is perceived and how effective you are in a situation.
- Understand media richness and improve your effectiveness when communicating using different communication channels/media.
- Learn practical skills to communicate more effectively.

Course Delivery

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Self assessment
- ✓ Group exercises
- ✓ Film clips
- ✓ Technique application practice
- ✓ Role plays
- ✓ Personal action planning

Course Outline

MORNING SESSION

Understanding the Communication Process

- The Goal of Effective Communication
- The Communication Process Model
- Channels of Communication and Media Richness

Understanding Human Behaviour in Communication

- What Lies Beneath - Perceptual Filters
- Johari Windows
- Different Interactive Styles
- How People Communicate using Different Internal Representation Systems

Listening Skills

- Staying in the Present
- Active and Reflective Listening
- Questioning Techniques

AFTERNOON SESSION

Communication Tools and Techniques

- Text-based communication
- The Power of Words
- Email Habits
- Tips for Effective Writing
- Communicating on the Telephone
- Face to Face - Using Body Language for Maximum Effect
- Chunking Up and Chunking Down

Communicating Confidently and Assertively

- Communication Effectiveness Self Assessment
- Ingredients of Confident Behaviour
- How to remain Assertive
- Personal Action Planning

Pre-Course Work: Completion of Pre-Course Questionnaire

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

Ideal Number of Participants: 9

Maximum: 12

Minimum: 4